

POSITION DUTY STATEMENT

PM-0924 (REV 7/2014)

CLASSIFICATION TITLE Office Technician/Typing	OFFICE/BRANCH/SECTION D-3 Office of freeway Operations (0394)	
WORKING TITLE Office Technician (T)	POSITION NUMBER 903-350-1139-xxx	EFFECTIVE DATE

As a valued member of the Caltrans team, you make it possible for the Department to provide a safe, sustainable, integrated, and efficient transportation system to enhance California's economy and livability. Caltrans is a performance-driven, transparent, and accountable organization that values its people, resources and partners, and meets new challenges through leadership, innovation and teamwork.

GENERAL STATEMENT:

Under the supervision of the Chief, Freeway Operations, Sacramento, (a Senior Transportation Engineer), employee provides clerical support services and some business administration services for all District 3 Traffic Operations staff at the Regional Transportation Management Center (RTMC) building, including word processing and general clerical support functions. Position requires successfully passing a Department of Justice background check and signing CHP form 101A annually. A typing certificate of 40 wpm is required.

TYPICAL DUTIES:

Percentage		Job Description
Essential (E)/Marginal (M) ¹		
50%	E	The employee has responsibility for providing general clerical support services as requested, including the following: <ul style="list-style-type: none"> • Mail sorting and distribution • Reproduction and reproduction machine maintenance • Maintenance and distribution of phone lists • Deliveries and pick-ups • Conference room scheduling • Administration of General Services Charge Cards and use of accounting program EFIS • Administration of transit tickets for staff use • Assisting visitors • Preparation of bulk mailings • Fleet administration • Update Office Technician Procedures Manual • Works with Excel, Word, spreadsheets and databases
15%	E	The employee has responsibility for the completion of all word processing requests from staff within the specified deadlines, including work with Excel, Word, spreadsheets and databases. Coordinate with the District Executive Secretary for current letter and memorandum formats. If deadlines cannot be met, the employee so informs the requesting staff person.
15%	E	The employee maintains an inventory of Support Services supplies, including ordering supplies, procurement, and check/money handling. The employee will prepare and process purchase requests for Traffic Operations units following Caltrans procurement procedures. Will use CAL-CARD for purchases and reconciliation.
10%	E	The employee maintains all general office TOMIS resource expenditure reporting to HQ.
5%	E	The employee maintains the applicable portions of the State Administrative Manual and maintains binders for Deputy Directives and various other documents of similar nature.
5%	M	The employee will be required to distribute payroll and Travel Expense Reimbursement checks to Office Chiefs.

¹ESSENTIAL FUNCTIONS are the core duties of the position that cannot be reassigned.

MARGINAL FUNCTIONS are the minor tasks of the position that can be assigned to others.

SUPERVISION OR GUIDANCE EXERCISED OVER OTHERS

The employee does not supervise other staff.

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KNOWLEDGE, ABILITIES, AND ANALYTICAL REQUIREMENTS

- Knowledge of District functions, policies, procedures, and operations.
 - Possession of a valid California Drivers Licence.
 - Knowledge of computers and the Department's standard software.
 - Ability to organize, plan, and complete work in a timely fashion.
 - The ability to work independently, learn quickly, analyze situations, and communicate tactfully and effectively with a variety of people with different backgrounds, experiences and attitudes.
 - Ability to follow and give oral and written directions, make clear, comprehensive reports, and maintain complex records.
 - Knowledge of procurement procedures and policies.
 - Ability to operate and maintain the reproduction equipment and fax machines.
 - Ability to handle confidential information and exercise discretion.
 - Ability to type at the rate of 40 wpm.
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RESPONSIBILITY FOR DECISIONS AND CONSEQUENCES OF ERROR

The District 3 Regional Transportation Management Center (RTMC) office interacts with various government agencies and the private sector creating a high volume of government and public sector correspondence, some of which is of a politically sensitive subject matter. The quality and timeliness of the word processing product is critical to the image and success of the District 3 RTMC office.

PUBLIC AND INTERNAL CONTACTS

Employee confers with all levels (management, supervisors, and employees) within the District 3 Caltrans organization. Must respond to inquiries from the public and provide accurate information and must be able to deal effectively with others.

PHYSICAL, MENTAL, AND EMOTIONAL REQUIREMENTS

Physical requirements for this position include sitting for long periods of time using a keyboard and video display terminal and may occasionally require bending, stooping and kneeling.

Mental requirements for this position include the ability to multi-task, adapt to changes in priorities, and complete tasks or projects with short notice; ability to organize and prioritize large volumes of varied documents; and the ability to concentrate in order to review and create documents and meet strict deadlines.

Emotional requirements for this position include: interaction with many people and the ability for employees to work together in a cooperative manner; ability to resolve emotionally charged issues reasonably and diplomatically; deal effectively with pressure, maintain focus, and intensity yet remain optimistic and persistent, even under adversity; consider and respond appropriately to the needs, feelings, and capabilities of different people in different situations; is tactful and treats others with respect; open to change and new information; and adapts behavior and work methods in response to new information, changing conditions, or unexpected obstacles.

WORK ENVIRONMENT

While at their base of operation, employee will work in a climate-controlled office under artificial lighting. Employee may also be required to travel and work outdoors and may be exposed to traffic, dirt, noise, uneven surfaces, and/or extreme heat or cold.

I have read, understand and can perform the duties listed above. (If you believe you may require reasonable accommodation, please discuss this with your hiring supervisor. If you are unsure whether you require reasonable accommodation, inform the hiring supervisor who will discuss your concerns with the Reasonable Accommodation Coordinator.)

EMPLOYEE (Print)

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EMPLOYEE (Signature)	DATE
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I have discussed the duties with, and provided a copy of this duty statement to the employee named above.

SUPERVISOR (Print)

SUPERVISOR (Signature)	DATE
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